

**CLAIMS**

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of claims:

1 - 17. (cancelled)

18. (previously presented) A management system which includes a management service providing apparatus which is capable of communicating with a user communication apparatus via a network:

said user communication apparatus comprising,

image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem;

problem details input means for inputting details of the problem which occurred in said image forming apparatus;

display means for displaying said problem details and a list of concerning problem degrees;

selection means for selecting a problem degree from said list; and

transmitting means for transmitting said selected problem degree to the service providing apparatus:

said management service providing apparatus comprising:

receiving means for receiving the problem degree from said user communication apparatus; and

analyzing means for analyzing said received problem degree.

19. (previously presented) A apparatus, which is capable of communicating with an external apparatus comprising:

image forming apparatus information input means for inputting information for identifying an image forming apparatus having a problem;

problem details input means for inputting details of the problem which occurred in said image forming apparatus;

display means for displaying said problem details and a list of concerning problem degrees;

selection means for selecting a problem degree from said list; and

transmitting means for transmitting said selected problem degree to the external apparatus.

20. (previously presented) A apparatus according to claim 19, further comprising receiving means for receiving designation information concerning the problem degree transmitted from said transmitting means from said external apparatus.

21. (previously presented) A apparatus according to claim 19, accommodating an image forming apparatus.

22. (previously presented) A method of controlling a apparatus which is capable of communicating with an external apparatus, comprising:

an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem;

a problem details input step of inputting details of the problem which occurred in said image forming apparatus;

a display step of displaying said problem details and a list of concerning problem degrees;

a selection step of selecting a problem degree from said list; and

a transmitting step of transmitting said selected problem degree to the external apparatus.

23. (previously presented) A computer-readable program comprising program codes for controlling a apparatus which is capable of communicating with an external apparatus, comprising:

an image forming apparatus information input step of inputting information for identifying an image forming apparatus having a problem;

a problem details input step of inputting details of the problem which occurred in said image forming apparatus;

a display step of displaying said problem details and a list of concerning problem degrees;

a selection step of selecting a problem degree from said list; and

a transmitting step of transmitting said selected problem degree to the external apparatus.